

EDITED KSA LISTING

CLASS: PRISON CANTEEN MANAGER I

NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.

#	Knowledge, Skill, Ability
	Knowledge of:
K1.	Wide range of knowledge of the Departmental policies and procedures, laws, rules, and regulations, Title 15, State Administrative Manual [SAM], Departmental Operations Manual [DOM], Institutions and Camps (I&C) Manual, Penal Code, etc. in order to effectively control inventory, assist in the maintenance of the safety and security of the facility, to interpret, provide guidance and ensure compliance, effectively manage the daily canteen operation, etc.
K2.	General knowledge of office methods and procedures in order to effectively establish and/or maintain records, to effectively respond to inquiries, etc.
K3.	Intermediate knowledge of operating office equipment (e.g., personal computers, typewriters, copiers, calculators, etc.) in order to effectively control an automated record keeping system, produce reports and correspondence, inventory control, etc.
K4.	General knowledge of basic mathematics in order to accurately perform calculations required to establish or maintain merchandise records, balance cash drawer, etc.
K5.	Intermediate knowledge of principles, practices and techniques of inmate/ward supervision in order to effectively advise/direct staff and inmates/wards in their daily tasks, etc.
K6.	Wide range of knowledge of inventory control methodologies (e.g., receiving, storing, accounting for merchandise, record keeping, physical counts, reconciliation, etc.) in order to maintain effective accountability within the canteen operation, etc.
K7.	Wide range of knowledge of procurement and services functions (e.g., receiving, storing supplies and materials, purchasing, canteen, pricing, merchandise control, etc.), methods, regulations and procedures as prescribed by the Department of General Services in order to comply with laws, rules, and regulations, to administer the canteen services within budgetary limitations, to ensure an uninterrupted flow of commodities/supplies to the inmate/ward population, etc.
K8.	Advanced knowledge of canteen operations in order to provide an uninterrupted flow of commodities/supplies to the inmate/ward population within budgetary limitations, etc.
K9.	General knowledge of the principles of effective communication (verbal and written) in order to accurately and effectively communicate information and conflict resolution to others, etc.
K10.	Wide range of knowledge of research techniques in order to access information and resources needed for the canteen operation, etc.
K11.	Wide range of knowledge of the various resource materials available to utilize in order to accomplish the day-to-day canteen functions, etc.

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K12.	Intermediate knowledge of record keeping practices in order to maintain inventory (materials, supplies, equipment) accountability, manage purchase orders and invoices, historical data, audit and reporting purposes, etc.
K13.	Advanced knowledge of the various automated systems utilized by the Canteen staff in order to access/request, enter/change and retrieve canteen data and/or supplies, photos, upload music, provide information to others, etc.
K14.	General knowledge of safety and sanitation techniques in a canteen operation to maintain a healthy and safe work environment, etc.
K15.	General knowledge of training methods and techniques in order to train an effective workforce, to meet the day-to-day operational needs of the canteen, etc.
K16.	Intermediate knowledge of operating materials handling equipment (e.g., trucks, forklift, pallet jacks, pallet stackers, hand-carts, etc.) in order to restock shelves, distribute goods, etc.

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	Skill to:
S1.	Skill to effectively establish and organize records, maintain and archive records, prepare/review accurate and concise reports, etc. in order to retain critical data/information for historical data/past practices, analyze/communicate information to others, etc.
S2.	Skill in analyzing situations accurately and adopt an effective course of action in order to prevent potential situations/problems that could impact the safety and security of the facility, maintain accuracy of inventory, resolve complex issues and to complete assignments in the allotted timeframes, etc.
S3.	Skill to effectively communicate (verbal and written) in order to prepare accurate reports, exchange information and/or provide direction to staff/others, train staff, promote and maintain confident and cooperative relationships with others (e.g., staff, inmates/wards, vendors, etc.), facilitate the scheduling of inventories and canteen schedules, and to perform the day-to-day activities in the canteen operations, etc.
S4.	Skill in applying mathematical computations in order to assist in the procurement process, establish or maintain accurate records, balance a cash drawer, manage funds/ducats, make change, adjust sale orders, transactions, count physical inventory, etc.
S5.	Skill in operating office equipment (e.g., personal computers, typewriters, copiers, calculators, etc.) in order to perform the day-to-day activities in the canteen operation, etc.
S6.	Skill in reconciling physical inventories with control accounts (e.g., automated database system, accounting reports, etc.) in order to ensure accountability, stock availability, theft prevention, identify and correct discrepancies, etc.
S7.	Skill in planning the procurement and services functions (e.g., receiving, storing supplies and materials, purchasing, canteen, merchandise control, etc.) in order to provide an uninterrupted flow of commodities to the facility within budgetary limitations, etc.
S8.	Skill in anticipating and estimating future demands for merchandise in order to provide an uninterrupted flow of commodities to the facility within budgetary limitations, etc.
S9.	Skill in providing leadership and inmate/ward supervision in all situations in order to promote and maintain the organizational vision, values, mission, goals and objectives, develop an efficient and productive work force, maintain safety of others and the security of the facility, to complete the day-to-day canteen operations and promote socially acceptable behavior among inmates/wards, etc.

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S10.	Skill in organizing large volumes of varied commodities within a canteen setting in order to ensure a fluent operation, etc.
S11.	Skill to reason logically, make sound decisions and recommendations, creatively use a variety of analytical techniques and resources to complete work assignments and resolve canteen operational problems in accordance with the Department's vision, values, missions, and goals, etc.
S12.	Skill in the sanitation and housekeeping techniques in order to maintain a healthy and safe work environment, etc.
S13.	Skill in interpreting and applying laws, rules, regulations, Departmental policies and procedures, etc. in order to comply with laws, rules and regulations, etc.
S14.	Skill in training others in order to train an effective workforce, to meet the day-to-day operational needs of the canteen, etc.
S15.	Skill in research techniques in order to access information and resources needed for the canteen operations, etc.
S16.	Skill in operating materials handling equipment (e.g., trucks, forklift, pallet jacks, pallet stackers, hand-carts, etc.) in order to restock shelves, distribute goods, etc.
S17.	Skill in time management (e.g., scheduling draws, scheduling deliveries, ordering, etc.) in order to meet the day-to-day operational needs of the canteen, etc.

	Ability to:
A1.	Ability to work independently in order to establish and maintain continuity of the facilities canteen operations, etc.
A2.	Ability to follow verbal and written instructions in order to accomplish the day-to-day tasks and the overall operations of the Canteen, etc.

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	Special Personal Characteristics:
SPC1.	Empathy for and an objective understanding of the problems of individuals in custody and a concern for their treatment and training in order to carry out the mission and vision of the Department, create a treatment oriented environment, etc.
SPC2.	Tact in order to provide complex unpopular dissemination of information in a professional manner, effectively communicate with others, etc.
SPC3.	Poise in order to constructively handle the demands of the day-to-day activities of the canteen, promote and maintain confident and cooperative relationships with others (e.g., staff, inmates/wards, vendors, etc.), etc.
SPC4.	Emotional maturity and stability in order to provide a consistent leadership style and maximize employee productivity and satisfaction, positive example to staff/wards, effectively problem solve and communicate with others, etc.

	Special Physical Characteristics:
SPhC1	Maintain sufficient strength, agility, and endurance in order to perform during stressful (physical, mental, and emotional) situations encountered on the job without compromising their health and well-being or that of their fellow employees or that of inmates/wards.
SPhC2	Assignments during tour of duty may include sole responsibility for the supervision of inmates/wards and/or the protection of personal and real property.

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	Working Conditions:
WC1.	Willingness to work in a correctional setting.
WC2.	Willingness to work various hours, overtime, holidays and on call and to report for duty at any time an emergency arises or as needed.
WC3.	Willingness to travel throughout the state and in isolated areas for short periods (e.g., two to three days at a time) and/or extended periods of time (e.g., five or more days at a time).
WC4.	Willingness to supervise the conduct of inmates/wards.
WC5.	Willingness to abide by and adhere to departmental safety and security policies and procedures/provisions applicable to specific work tasks performed.
WC6.	Willingness to accept constructive criticism and corrections in order to work cooperatively with others.
WC7.	Willingness to comply with tuberculosis screening requirements.
WC8.	Willingness to consistently demonstrate the following characteristics during employment with the California Department of Corrections and Rehabilitation: reliability, punctuality, honesty, integrity, empathy towards others, and maintain a calm and professional demeanor without extreme emotional reactions.
WC9.	Willingness to have and maintain a neat personal appearance and hygiene.
WC10.	Willingness to interact professionally by promoting positive, collaborative, working relations among others (e.g., vendors, inmates/wards, staff, etc.) from a wide range of cultural backgrounds in the course of completing work tasks and assignments.
WC11.	Willingness to participate in departmental legal activities (e.g., expert witness, defendant, material witness, etc.)
WC12.	Willingness to provide instruction or oversight regarding departmental policies, procedures, standards, and practices to others (e.g., staff, inmates/wards, vendors, etc.)

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WC13.	Willingness to respond to changes in the workplace in a positive, professional manner.
WC14.	Willingness to work in a team environment, including inter-disciplinary teams with other professional staff to complete assigned work tasks.
WC15.	Willingness to accept calculated risks and make necessary decisions.
WC16.	Willingness to work near peace officers armed with chemical agents and/or weapons.
WC17.	Willingness to work in an environment with a no-hostage policy.
WC18.	Willingness to work outside of your assigned work location/duties as needed.

* Subject Matter Experts did not rate the Working Conditions but agreed that all of them were necessary to work as a Prison Canteen Manager I